

## Board of Directors

<b>Subject</b>	Executive Directors Report
<b>Date of Meeting</b>	April 26 <sup>th</sup> 2023
<b>Author</b>	Lois Sidney
<b>Purpose</b>	For Discussion

## Staffing

There have been a couple of notable changes to staffing. Rachel Nightingale will be increasing her hours to three days a week from April 1<sup>st</sup> to take on the Older People's role. Natasha Davis will be returning from sick leave on May 1<sup>st</sup> to undertake 10 hours a week from underspend on a fixed term basis until March 2024 in Adult Mental Health. Charlotte Lawrence will work full time on the Personalised Care and Support Plan for one year, leaving us with a two day a week position to backfill for one year. Vickie's role has been funded for a further year.

## Quarter 4 Headlines

### Older People's Mental Health

Rachel is making new links and connections with older people services, and we are doing a big piece of work around how we use the appropriate language for this cohort. Rachel had a meeting with the commissioners to discuss moving engagement forward aligned to the priorities. Access to Talking Therapies is a priority and further priorities will be identified once the ICS knows what funding it has allocated.

### Mental Health Supported Accommodation Retender

Scoring for the tender bids has taken place. Due to timescales, lived experience was represented by The SUN Network who scored questions around co-production, and safety and risk.

### Personalised Care and Support Plan (PCSP)

The PCSP project has been rolled out across Cambs and Peterborough with CPSL Mind's community connectors utilising the plan which now also has a compact version. We are in the feedback stages of the plan and have been funded to continue this work across 2023.

### Co-production Training

Some quotes from February/March training:

- 'Inclusive and interactive, informative without overloading, taking a complex subject and simplifying it'

- 'The atmosphere was really warm and inclusive, so I felt really comfortable speaking and asking questions'
- 'I thought the training was really informative and it was really interesting to me to look at involvement and co-production from a service commissioner/user point of view'
- 'Very insightful and will definitely be able to put into practice'

### **Addiction training**

Delivering addiction recovery training and porn and sex addiction training online and face to face. We are looking at how we can better market this.

Quotes from recent addiction training:

- Collective feedback - 'Really grateful for your presentation today. People (attendees) said it was the best presentation they have heard in a long time'
- 'I now feel more confident in these areas of addiction. The subject was helpful and insights useful'
- 'I felt that the way the training was delivered was unbiased and objective, whilst at the same time it was delivered by an expert by experience who was unashamedly open about their experiences of living with addiction. This normalised conversations about mental health and addiction within the session, and if we continue to share our stories and have open and honest conversations in the way we did today, societal, and self-stigma will have no room to breed! Throughout the training was an underlying sense of hope that people can and do recover'

### **Police cadet training**

Some quotes from the latest police cadet training:

- 'Was an amazing input and gave us a lot more knowledge on the topic. The story that Jamie told us was really impactful and opened my eyes to a lot of the struggles that people with addiction face and the main thing I took away from today is that people just want to be seen as human'
- 'The theory side was great to give me a better understanding of addiction and it was amazing to get a first-hand account of someone's personal experience'
- 'I found it a really interesting session and it was very moving to hear Jamie's story from him. It was also useful to get a breakdown of what makes up addiction and it was a lot more complicated than I had appreciated'

Cambs Police training cadets receive a talk on addiction and KC has the support of 5 or 6 people with lived experience who join him to share their stories. We frequently receive glowing feedback with the impact of hearing lived experience rated really highly.

## **Training week**

The team have put together and are currently promoting a training week for Q1 (June 2023) to offer reduced fee training for addiction recovery, porn and sex addiction, and co-production. We are collaborating with The Edge Café with the income being donated for people in need to be able to have a voucher for a hot meal.

## **Improving widening access to Primary Care Mental Health Service (PCMHS) for travellers**

Anne is still visiting the Gypsy Roma Traveller (GRT) drop ins on a regular basis and there is now funding (external) for a liaison member of staff to support GRT communities to access mental health services.

## **Peri-natal mental health**

This has been a difficult piece of work due to other services not collaborating very well to support us to hear feedback. The feedback we have heard has been positive overall with a few issues highlighted that could be changed within the services offered.

## **Addiction Recovery Stories**

(ARS) Youtube Stories – Drug and Alcohol and eating disorder service users sharing their stories of addiction and recovery for our Youtube channel. We are currently seeking new additions.

## **Signposting** (unchanged from Q3)

As always, a very big part of our work at present as people are unaware what services are available to them and how to access them. We continue to feed this back to the commissioners and service providers.

## **Keep Your Head**

There has been some money set aside within the system to do a big refurbishment of the KYH website with the intention of making it easier to navigate and more interactive with better user experience and links to local service provision. We are collaborating with Children's services and the ICS communications team for this work.

## **Blogging** (unchanged from Q3)

A monthly staff blog around wellbeing linked directly to our current work streams and advertising involvement opportunities.

## **Involvement Forum**

This quarter Charlotte and Lois have been recruiting for our new involvement forum (name yet to be co-decided) which launches in April 2023. The idea is to have local people across the county with lived experience meet every two months to hear about the and reflect on the mental health services locally and feed back any thoughts or

ideas which can go back through the Co-production Collaborative or through the local system groups. They will attend the co-production training and be given a clear context of the background and current landscape. Thanks to some new service leaflets explaining how people can be involved (co-designed by Paul Knight, David Lee, Vickie and myself) people are seeing them in GP surgeries and contacting us to be involved. We have heard from nine new people who would like to be involved in our work so far. Six of these are signed up to the involvement forum, and three are in the diary to meet up with.

### **Care Together Home Care Retender**

After attending our co-production training, Cambridgeshire and Peterborough Home Care commissioners asked us for a quote to co-produce the retender of their contracts. We have met with them to discuss their retender and have submitted a quote for co-production.

### **Involvement Opportunities**

We are receiving more requests to facilitate lived experience involvement and advertise local opportunities as well as involving people in our work. We have co-produced new involvement leaflets for GP surgeries so that people can understand how they can be involved with and benefit from our work.

### **Meaningful Engagement**

Involving people meaningfully in the system and gathering people's feedback on their experiences. We try to vary these opportunities as much as possible to ensure inclusivity.

### **Co-chairing the Coproduction Collaborative**

Ensuring the system is utilising co-production and sharing best practice. Raising system wide issues and escalating as appropriate. It has been a challenge for this group to gain any traction, partly due to all system-wide groups stopping and recently restarting. We are in the process of agreeing who will attend system-wide meetings to represent the group.

### **Crisis Care**

Evaluating people's experience of Section 136 (when police have the authority to remove a person from a public place to a place of safety due to their mental health being a concern) This work is with Crisis Care and Lifecraft who provide follow up support. Due to the small number of people being referred into the follow up support there is not much to evaluate at present.

### **Social Media and Marketing**

Keep Your Head updates and refresh – there has been funding allocated for a complete refurbishment of KYH and we will be collaborating with ICS communications, Heidi Adamson and CYP to complete the work.

Social media presence promoting our work, commissioner priorities, and local service provision. Our numbers are steadily increasing.

## Joy

The SUN Network are now set up on Joy and can receive referrals from social prescribers, community connectors etc for people to be involved in our work as part of their recovery journey.

## Meetings participated in, representing lived experience:

- Community Mental Health Team (CMHT) Steering Group
- Mental Health and Learning Disabilities (MHLD) Collaborative Board
- Wisbech Integrated Network Project Group – Adult Mental Health and Waiting Well
- Community Strategic Transformation Partnership
- Crisis Strategic Transformation Partnership
- Stop Suicide work programme
- Good Life Board
- Cambridge Recovery Service – Change Grow Live (CGL) substance misuse service
- PMAN – 3rd Sector Networking for services in Peterborough
- Meridian PCN practice network meeting – connecting services with the meridian practice
- FENHMAN Meeting – Fenland 3<sup>rd</sup> sector networking meeting
- Cambridge Mental Health Network meeting - third sector networking meeting for Cambridge
- Adfam – Kinship Training
- East Cambs Mental Health Collaborative
- Personalised Care working group
- Moody Mondays

## Performance against KPI's

SUN - Key Performance Data Grid 2022/23

Area	Detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	18	63	25	29			
	Mental Health	120	201	64	126			
	Both e.g., dual diagnosis	34	14	7	42			
	Older People	52	15	10	17			
	Other/unknown	17	19	30	23			
	<b>Total</b>	<b>241</b>	<b>312</b>	<b>136</b>	<b>237</b>	<b>926</b>	<b>550</b>	
	Cambs City	93	64	18	15			
	Cambs South	7	3	5	5			
	Cambs East	1	7	0	40			
	Huntingdon	69	67	18	41			

	Fenland	25	69	34	11			
	Peterborough	30	61	43	27			
	Other/Unknown	16	41	18	98			
	<b>Total</b>	<b>241</b>	<b>312</b>	<b>136</b>	<b>237</b>	<b>926</b>		
Meaningful Engagement		<b>79</b>	<b>60</b>	<b>44</b>	<b>54</b>	<b>237</b>	<b>110</b>	

## Sentiment of feedback

	Q1	Q2	Q3	Q4	TOTAL
Positive	73	143	69	148	285
Negative	74	89	42	40	205
Mixed	60	41	21	38	122
Unclear	2	18	4	4	24
No sentiment	31	21		3	52
Not Applicable	1	0		4	1
<b>TOTAL</b>	<b>241</b>	<b>312</b>	<b>136</b>	<b>237</b>	<b>926</b>

From Q2 we started recording more demographics to include age, ethnicity, and gender.

## Demographics

Age	Number of people			Age	Number of people		
	Q2	Q3	Q4		Q2	Q3	Q4
Unknown	206	76	194	40's	18	7	4
Under 18	4	0	3	50's	15	12	12
18	4	0	4	60's	13	11	5
20's	8	6	2	70's	20	7	4
30's	24	17	9				
<b>Total</b>	<b>312</b>	<b>136</b>	<b>237</b>				

Gender	Number of People		
	Q2	Q3	Q4
F	152	69	120

M	69	38	60
Unknown	91	29	57
<b>Grand Total</b>	<b>312</b>	<b>136</b>	<b>237</b>

Ethnicity	Number of People		
	Q2	Q3	Q4
W	118	51	123
Unknown	184	80	103
Gypsy/Traveller	3	2	4
Asian	5	1	4
Black British	1	1	1
Black Caribbean	1	1	2
<b>Grand Total</b>	<b>312</b>	<b>136</b>	<b>237</b>

## Achievements Q4:

### Engagement and Involvement:

We gained feedback from 237 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.

### Feedback themes:

Many of the themes are unchanging as they have not been eliminated or decreased enough to no longer be thematic system-wide issues.

- Older people – mental health support is disjointed
- Older people – Discharge from hospital to home/care home not well supported – unrealistic expectations of carers both in terms of finances and capability
- People with PTSD or Complex trauma cannot find support
- People with co-occurring conditions (dual diagnosis) are still not finding joined up support with substance misuse and mental health services
- More and more people are contacting us to say their GP has referred them to us for support/assessment or other signposting requests
- People don't know what mental health support is available to them locally other than GP
- People are struggling to get a GP appointment
- Not knowing what support is out there for when you've been discharged from a service – feeling like you've been dropped – CPFT not referring to other local services
- CPFT staff knowledge of other services or referral to other services not good
- Waiting lists are long and people are not sure if they are even still on a waiting list or not as they are not hearing anything – these times have increased with

no proactive 'waiting list management' that could support people to access other help sooner

- ADHD and Autism assessment service waiting lists are approximately 2 years
- People phoning FRS 111 and the service sending the police round to their house
- People really appreciative of the service and support they have received when they have been able to access support

## Meaningful Engagement:

Meaningful engagement will be defined by any involvement opportunity that includes service users in a more involved way than offering feedback on their experiences. For example, peer assessing, sitting on tender or interview panels, attending meetings, writing blogs, co-production work or telling their stories. This list is not exhaustive.

In Quarter 4 the team provided a total of 54 opportunities (which were carried out by 28 people) to participate in meaningful engagement.

### These include: (some unchanged from Q3)

- Participation and representation in meetings\*
- Delivering co-production training
- Sharing story with police cadets for training
- Guest blogging for The SUN Network
- Creating and participating in the Involvement forum
- Creating podcasts for visually impaired people with mental health challenges
- Creating leaflets for involvement with The SUN Network
- Planning an unlocking wellbeing event

\*Meetings include Collaboration and Co-production Group, CPSL Mind Good Life Board, Personalisation meetings.

## Partnership Working and Collaboration:

We continue in our role at the co-production collaborative and work closely with local service providers and commissioners to improve service delivery and co-production.

We continue our role on the Good Life Board – supporting the work of CPSL Mind, and the Recovery Service Board for CGL.

We are an active part of the Integrated Care System (ICS) and part of the voluntary sector group looking at the role of the voluntary sector in the integrated care system

We are working for the Integrated Care System Accountable Business Unit representing service users and co-production.

We have collaborated with The Edge café for a training week in Q 1 2023.

Worked alongside CPFT Primary Care Mental Health Service (PCMHS) to understand the barriers and gaps in service for Gypsy, Roma, and Travellers.



Worked with Home Care (Cambridgeshire County Council) on tender bids.

### **Teamwork:**

The SUN Network staff continue to support each other and are ensuring that we are in the office at the same time to promote engagement and communication with each other.

### **Impact of our Work:**

The SUN Network received feedback from 237 people this quarter and this engagement has led to us being able to:

- Support a new role for Gypsy, Roma, and Traveller mental health services
- Promote The SUN Network and our work at the GP webinar and create a Wellbeing poster for GP surgeries
- Co-design an involvement leaflet for GP surgeries which is leading to people contacting us to be involved
- Promote personalised and holistic care for people with SMI through the PCSP work

### **Focus for Quarter 2023/24:**

Training week. This will be heavily promoted in the upcoming weeks/months.

The Involvement Forum – getting a group of people together to reflect on the system and be available for involvement opportunities. This is already in progress with the first meeting happening in April 2023.

Ensuring that co-production and involvement continues to be an integral part of the ICS.

Completing the PCSP project.

Keep Your Head website refresh and promotion – ensuring more use and a user-friendly experience.